

Frequently Asked Questions (FAQs)

Focus on the Front: Virtual Career Fairs, March – September 2023



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Supervisor Role Requirements & Information

Question: What is needed to apply for the supervisor role?

Answer: The supervisor job posting will list the qualifications required for the position. Your experiences will dictate if you have fulfilled the qualifications/requirements of the position. Internal and external work experience and training can count towards the qualifications of the position.

Question: In an EAS-17 supervisor role, is there a minimum time I am required to stay in that position before applying for other positions?

Answer: There is no minimum time you are required to stay in a position before applying to others.

Question: Is there a test required to become a supervisor?

Answer: No test is required at the present time.

Question: What is the starting pay rate for an EAS-17 supervisor?

Answer: The starting salary range can be located on the supervisor job posting under position information.

Question: What is the typical work schedule of an EAS-17 supervisor?

Answer: Work hours can be located on the supervisor job posting under position information.

Question: What is the time frame of transition from a craft employee to supervisor training?

Answer: The time frame can vary based on the effective date.

Question: I am an EAS-17 supervisor, and a new EAS-17 supervisor position is posted, am I required to interview again?

Answer: As a current EAS-17 supervisor you can request a non-competitive lateral into another EAS-17 supervisor position. The selecting official responsible for the vacant supervisor position can select a non-competitive candidate or they may choose to have all candidates compete for the position, and you would then be required to apply and interview for the position.

Training & Development for the Role

Question: Is there any training available before applying for a supervisor position?

Answer: Definitely. You can access training information from LiteBlue on the new [Applying for a Supervisor Position Page](#) on LiteBlue.

Question: Are there pre-requisite training courses required to apply?

Answer: There is no pre-requisite trainings required to apply for a supervisor position. All requirements and qualifications can be found on the job posting.

Question: Will the USPS Supervisor Training Program (USP) also be offered to those currently in 204B positions?

Answer: No. The USPS Supervisors Program (USP) is currently only offered to new Form-50 supervisors.

Non-Career Eligibility & Process

Question: Are non-career employees eligible to apply for supervisor positions?

Answer: Yes, non-career employees can apply to positions listed on usps.com/careers by searching keywords "supervisor" and "supv". Information about who is eligible to apply for an EAS position is found on every job posting.

Question: How can I locate the application for the front-line supervisor as a non-career.

Answer: Check back at usps.com/careers regularly using keywords "supervisor" and "supv" as positions post throughout the year. Once you find a position you would like to apply for, click "apply" above the job posting to register, or log in to complete your application.

Question: Once posted- how long will postings be available for non-career employees to apply, or does it vary?

Answer: The postings for supervisor positions are available for 5 days.

Question: Does seniority make you more eligible?

Answer: No. When applying for positions you will be evaluated on how you address the knowledge, skills, and abilities (KSAs) listed on the job announcement under "Qualifications/Requirements." Seniority is not a factor in the review process.

Understanding KSAs

Question: What are KSA's and what exactly are they looking for?

Answer: Knowledge, Skills, and Abilities (KSAs). KSAs can be seen under a positions "Qualifications/Requirements" section. For each requirement, you will address your related experience to fulfill the requirements of the position.

Question: Are there example KSAs?

Answer: An example KSA has been included in the "Applying for Supervisor Jobs and responding to KSAs" slide deck found on the new [Applying for a Supervisor Position Page](#).

Question: If my experiences occurred years ago, should I still use these examples to address my KSAs?

Answer: Yes. You may list any experiences that can be used to address the job posting KSAs.

Question: How do I address each KSA sufficiently enough to get an interview?

Answer: Keep your “Summary of Accomplishments” high-level to address position qualifications/requirements. Multiple KSAs may be addressed in one experience/example. Additional demonstrations of KSAs can be made in Special Skills/Associations, Work Experience, Training, and Education sections of the application.

Question: Is there a way to receive any help for KSA's?

Answer: Writing KSAs information and example can be seen in the “Applying for Supervisor Jobs and responding to KSAs” slide deck found on the new [Applying for a Supervisor Position Page](#). Additionally, self and peer reviews of your KSAs can help to identify areas that need to be addressed and ensure that your responses align with the position qualifications.

Question: What is the best way to answer KSAs? I’ve been told to answer it as situation, task, action, and results (STAR).

Answer: Address your related experience to fulfill all the requirements of the position. The Situation, Task, Action, Result (STAR) model is not required.

Question: Can I use attachments to address my KSAs?

Answer: No, you should not use attachments to address your KSAs. You should utilize the Work Experience, Education and Summary of Accomplishments sections to address your KSAs. Attachments should be utilized only if they are required in the job posting (such as a transcript, resume, or writing sample).

Question: I don’t have a response for all the KSA questions, does that mean I won’t get selected for the interview?

Answer: You must address all KSAs listed in the job posting to qualify to continue to the next stages in the hiring process. You may use internal and external experiences, education, and training to address KSAs.

Question: Are their points of contacts who can help with my resume and addressing each KSA’s and to help with interview prep?

Answer: You can contact your local Employee Development team or attend a local career conference.

Navigating eCareer

Question: How do I access eCareer?

Answer: You can access eCareer through usps.com or LiteBlue on a non-postal computer, or through Blue on a postal computer.

Question: How do I update my candidate profile?

Answer: You can update your candidate profile each time you apply for a position in eCareer. It is suggested that you review each section of your profile to ensure you have the most up-to-date information on your application.

Question: If I update my profile after I apply to a position, will it overwrite the application I previously submitted?

Answer: It will not. When you update your profile while applying for a new position, it only updates information in the current application. The exception to this is attachments, as they will populate for all positions to which you apply, regardless of when you applied to the position.

Interviewing & Review Committee

Question: After applying for a job, how will we know that we have been selected for an interview?

Answer: You will be contacted via email/phone to notify you that you have been selected for an interview based on your user information on your application.

Question: Are most interviews being done in person or through ZOOM?

Answer: Most interviews will be conducted in-person if applicable; however, virtual interviews may be requested/available. Interviews are conducted in a consistent format, if possible, but sometimes the interview can be a phone call, Zoom, or in-person and you will be notified prior to the interview which format you will be using with the date and time.

Question: Who can help me to prepare for an interview?

Answer: An Interview Tips slide deck can be seen on the new [Applying for a Supervisor Position Page](#) under Apply "Interview Tips." You can ask a trusted friend, peer, or family member to help you to prepare for an interview. You can give them a list of commonly asked interview questions or have them ask you questions that start with "Tell me a time when...." And "Imagine XYZ. How would you handle it...."

Question: Can interviews be schedule for non-workdays or afternoons?

Answer: The selecting official will work with you to schedule an interview that fits your availability.

Access (Lite-Blue, ACE ID, HERO...)

Question: How can I access HERO?

Answer:

- For EAS employees you will access HERO through the Blue Page > Featured Topics > HERO.
- For Career and Non-Career Bargaining Employees you will access HERO through the LiteBlue Page <https://liteblue.usps.gov/wps/myportal> > Sign in > Human Resources > HERO login > log in with your LiteBlue log in information.

Question: How do I get an ACE ID?

Answer: An ACE ID is not required to apply for a vacancy in eCareer via LiteBlue or on usps.com/careers.

Manager Referral/Approval

Question: Does my manager have to know that I'm applying for a supervisor position?

Answer: Your manager is notified by a system generated email when you apply through eCareer. We recommend having a career conversation with your manager to discuss your interest in the supervisor position.

Question: Does your station manager have to give you approval to apply?

Answer: No. If you are eligible to apply for a position based off the qualifications/requirements, you do not need permission to apply.

Question: How much does your management team effect your selection?

Answer: Your experience, knowledge, and qualifications affect the selection. Your selection is based off the application process and interview.

204B: Acting Supervisor Role

Question: Is there a difference between a 204b and a front-line supervisor?

Answer: 204B is an acting/temporary supervisor. We are hiring for permanent supervisors.

Question: As a 204B can you be promoted to an EAS supervisor by upper management without applying?

Answer: No. Acting 204B supervisors will still need to apply and interview for the EAS supervisor role.

Question: Would you be required to be a 204b prior to applying for the supervisor position?

Answer: You would not. Serving as an acting supervisor is a great way to try out the job and gain some on the job experience but is not required.

Question: If you never were a 204B, will it be harder to answer the KSA questions?

Answer: Any applicable experiences can be used to address KSAs.

Question: Where are detail assignments posted for the 204b?

Answer: We do not post detail assignments for 204B positions; if you are interested in being an acting supervisor reach out to your current manager or supervisor.

Relocation

Question: If you apply for a different state, would the post office pay for relocation?

Answer: Only if the following conditions are met:

- The job was posted with relocation offered
- The employee's commute will increase by at least 50 miles

- The job award results in a promotion for the employee

Question: If I receive a position offer, how many days do they give to relocate if the position is in another state?

Answer: That is at the discretion of the hiring official.

Question: I want to relocate to another state, can I apply to supervisor positions in that state, or will I need to apply in my current state?

Answer: You can apply for positions in any state unless otherwise stated in the job posting. You would only be authorized relocation benefits if it was included in the job posting, and you were awarded the supervisor (EAS) position as a promotion.

Question: I am currently an acting supervisor looking to relocate in another state. Can I apply to a state I am not currently working in?

Answer: You can apply for positions in any state unless otherwise stated in the job posting. Only those with relocation included in the job posting will provide benefits to assist with relocation expenses.

Question: I'm looking for a position out of state, but all positions in the area that I want to relocate to says "Local" candidates only. Should I apply in my geographic area first, and then try to transfer?

Answer: You can; however, you need to pay attention to the area of consideration on the vacancy announcement. If it says the position is limited to a certain geographic area, as opposed to service-wide, you must be within the specified geographic area in order to be considered for the position.